BILLINGS INTERAGENCY DISPATCH CENTER

STANDARD OPERATING PROCEDURES
DRAFT 2008

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DISPATCHER INFORMATION

Welcome to the Billings Interagency Dispatch Center (BDC). We are co-located in the Eastern Montana Interagency Dispatch Center and Air Tanker Base building at 1299 Rimtop Drive, Billings, Montana 59105. Our telephone number is, 406-896-2900 and 406-896-2950 (FAX). This is the Billings Zone of Northern Rockies Geographic Area. The following document contains the Standard Operating Procedures for BDC.

Mission Statement

The principle mission of the Billings Interagency Dispatch Center (BDC) is to provide initial attack and extended attack dispatch services through the cost-effective dispatching, timely coordination and support of all incidents, as well as prescribed fire and non-fire incidents within the Southern Montana Zone of Northern Rockies (SMZNR). BDC provides support and coordination of the Northern Rockies Native American Crew (NAC) dispatches and coordination of the two Eastern Montana Zone Northern Rockies Type II teams. This is accomplished through resource priority setting, planning, communications, situation monitoring, needs projection, and safe expediting of resources between Federal and State Agencies, and local cooperators.

This guide is intended to be a means for providing management oversight of the operation of the Billings Interagency Dispatch Center (BDC). It is intended to be a guide for dispatchers and is not intended to be an instructional text on how to dispatch.

The Billings Interagency Dispatch Center prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status.

BDC Expectations

➢ **Conduct:** Permanent and guest staff at BDC will be subject to the BLM policy for government equipment usage i.e. PCs, telephone, and vehicles. **Turn off your personal cell phones and limit their use to breaks and lunch. There will be no text messaging within the dispatch center.**

➢ **Entry code:** This building is secured by access codes. The code you will be issued is not to be shared. The guest dispatcher will get their access code number upon in-briefing.

➢ **Breaks:** The Assistant Center Manager or Supervisory Dispatcher will schedule; 1 lunch (1/2 or 1 hour) and 2 breaks (15 minutes each). If remaining on site for meals, please use the lunchroom or enjoy the outside picnic area for eating.

➢ **Smoking:** This is a smoke free building. Please smoke outside away from doorways and dispose of your smoking waste responsibly.

➢ **Timesheets:** All timesheets for work performed at BDC will be filled out by the individual and will be approved and signed by the Assistant Center Manager or Supervisory Dispatcher.

➢ **Dress code:** Dress code shall follow the guidelines in Northern Rockies Office Procedures. Personnel are reminded that the views of people visiting BDC may be influenced by the appearance of BDC employees. You should dress to present a casual yet professional appearance to visitors. Casual clothing is appropriate but must be clean

and not overly worn. **Shoes are to be worn at all times.**
- ➢ **What not to wear:**
  a. Athletic clothing – Clothing whose primary purpose is for running, jogging, swimming, or other athletic pursuits
  b. Halter tops, tank tops, and cropped shirts with exposed midriff
  c. Cutoff blue jeans, other non hemmed cutoffs, and short shorts
  d. Sweat suits
  e. Night club attire

Organization

Billings Interagency Dispatch Center is staffed with personnel from the following agencies; Bureau of Indian Affairs, Bureau of Land Management, and U.S. Forest Service. The BDC staff positions are:

- ➢ **Center Manager:** Manager performs coordination activities for the Zone. Provides direct supervision to Assistant Center Manager & BDC dispatchers and responsible for managing dispatch operation.

- ➢ **Assistant Center Manager:** Responsible for managing the day to day operations of the dispatch floor, employee scheduling, and serves as the acting center manager as needed. Responsible for collection, organization and dissemination of incident intelligence, as well as providing long and short term assessments of weather, fire behavior and fire danger in the Billings Zone of the Northern Rockies Area.

- ➢ **Initial Attack Dispatchers:** Receives all fire reports and initiates proper response based on local / expected conditions. Tracks all I.A. resources. Provides a communication link for all fire personnel and Billings Field Office administrative resources. Local oversight for all functional areas. Ensuring all orders, status boards, and data based software programs are kept current and accurate.

- ➢ **Aviation Dispatcher:** Flight following of all assigned aircraft and any aircraft that are transitioning through the Billings Zone. Orders aircraft for tactical and resource use. Completes resource orders and flight schedules and with aircraft information, ensures that the airspace deconfliction procedures are completed. Notifies neighboring dispatch centers and agencies of aircraft that are committed and released through the Dispatch Messaging System (DMS).

- ➢ **Logistics Coordinator:** Coordinates and performs equipment inspections on best value and emergency equipment rental agreement (EERA) resources dispatched to incidents (local, regional & national) and initiates and processes payment packets for equipment resources. Is the primary contact and payment processor for hiring AD personnel. Coordinates ground support functions in support of the Billings Fire Cache (BFK).

Staffing

Billings Interagency Dispatch Center will operate 7 days/week generally from July through mid September. During the field season, the dispatch office will provide seven-day-a-week coverage from 0700-1800 hours, or longer as determined by need. Permanent Billings Dispatch Center staff will have at least 1 day off every 7 days. In the event that activity warrants working 14 days in a row or personnel return from a 14 day assignment; that employee will have the next 2 days off. Re: NWCG Memo 2/6/2004, Work/Rest and Length of Assignment Standards.

BIA Initial Attack Dispatch Centers

Billings Dispatch Center is the focal point of ordering resources beyond initial attack for the three BIA Initial Attack Dispatch Centers.

- **Crow Agency (CRAC)**
  P. O. Box 69, Forestry Lane
  Crow Agency, MT
  (406) 638-2247 phone   (406) 638-2866 fax
- **Fort Peck Agency (FPAC)**
  P. O. Box 637
  Poplar, MT
  (406) 768-3666 phone   (406) 768-5103 fax
- **Northern Cheyenne Agency (NCAC)**
  P. O. Box 40 Sunbear Lane
  Lame Deer, MT
  (406) 477-8263 phone   (406) 477-6198 fax

The following agencies status their available resources directly to BDC:

- **BIA Regional Office (RMA)**
  316 N. 26th Street
  Billings, MT
  (406) 247-7949 phone   (406) 247-7921 fax
- **Custer National Forest Supervisor's Office (CNF)**
  310 Main Street
  Billings, MT
  (406) 657-6200 phone   (406) 657-6222 fax
- **Beartooth Ranger District**
  HC 49, Box 3420
  6811 Hwy 212 South
  Red Lodge, MT. 59068
  (406) 446-2103   (406) 446-3918 fax
- **BLM State Office (MSO) and Billings Field Office (BFO)**
  5001 Southgate Drive
  Billings, MT.   (406) 896-5003 / 5013 phone

➢ **Montana State DNRC**
  Southern Land Office (SOS)
  1371 Rimtop Drive, Airport Industrial Park
  Billings, MT
  (406) 247-4400 phone   (406) 247-4410 fax

Neighboring Dispatch Centers to BDC

When Billings Zone resources are exhausted the neighborhood agreement can be used to go to the following centers before going to NRCC. <mark>Ref: N.R. MOB Guide 21.2</mark>

➢ Bozeman Interagency Dispatch Center (BZC)   (406) 587-6719
➢ Miles City Interagency Dispatch Center (MCC)   (406) 233-2900
➢ Lewistown Interagency Dispatch Center (LEC)   (406) 538-1972
➢ Great Falls Interagency Dispatch Center (GDC)   (406) 791-7707
➢ Casper Interagency Dispatch Center (CPC)   (307) 206-7691
➢ Cody Interagency Dispatch Center (CDC)   (307) 578-1250
➢ Re: Boundary Agreement with WY, SD, and MT.

Geographic Area Coordination Center

Northern Rockies Coordination Center (**NRCC**) is our Geographic Area Coordination Center (GACC). All resource orders that cannot be filled by our neighboring dispatch centers will be placed to NRCC.

Local Units of the Billings Fire Center

➢ Billings Air Tanker Base is located in the Tanker Base building on the west side of the Billings Fire Center. Tanker Base radio operator(s) are located upstairs from BDC and they will flight-follow all aircraft moving on the ramp area; in and out of Billings Air Center on the National Air Tanker Base Frequency.

➢ Tactical and non – tactical flight-following will be done in BDC by a qualified Aviation or Initial Attack Dispatcher once the aircraft clears the sterile cockpit area.

➢ The Billings Fire Crews are located in the modular building in front of the dispatch office. This group is part of the Billings BLM Field Office. All dispatches for these engines and personnel are handled through Billings Dispatch Center (BDC).

➢ Billings Fire Cache (BFK) is located in the warehouse past BDC on Northview Drive. IMT incidents, BIA agencies and neighboring dispatch centers will order NFES items directly from the fire cache. Re: Billings Fire Cache Operating Plan.

➢ Southern Lands Office of Montana State Department of Natural Resources and Conservation (SOS) are located across the street from BFK. Ordering process for SOS is direct to BDC.

Lightning Page Information

Go to http://www.nifc.blm.gov/ select lightning, and then select request maps and data; it will prompt you for a username & password (get from supervisor). Then select modify and make sure that the time frame you want is selected: 3, 6, 12, 18, 24 hours etc. If not, select modify under the lightning column and change the time frame you want. Please leave both checked on the polarity option. Then click on update, then display map. The map should appear shortly.

Incident/Project Order/Office Reference Numbers

When initiated at BDC these numbers will be issued by the BDC staff; Center Manager, Assistant Center Manager, Initial Attack / Aviation Dispatchers, or Intelligence Coordinator. These numbers are logged in sequential order in the incident log book.

Cancel (CX) or Unable to Fill (UTF)

CX or UTF of resource orders will follow Northern Rockies Coordination Center (NRCC) standards. According to the Northern Rockies Mobilization Guide 13.7, all orders from NRCC will have **one-half hour** **for confirmation of fill.**

Availability

This is the responsibility of each individual to ensure approval is first received from their supervisor before listing themselves available for any assignments. As their status changes, each individual will update their own status through ROSS. Check with permanent staff for units that status by the supervisor. All contractors are responsible for statusing their availability in ROSS or BDC can assist.

GENERAL INFORMATION

Northern Rockies Native American Crews (NAC)

Crews from Crow (CRA), Fort Peck (FPA), and Northern Cheyenne Agencies (NCA) are dispatched through BDC. Re: NAC Operating Plan.

Incident Management Teams

Two of the Northern Rockies Type II Incident Management Teams are coordinated and dispatched through BDC. The 2008 Incident Commanders are Tom Heintz and Jess Secrest. For specific instructions and guidelines on team dispatching refer to Overhead SOP and the Northern Rockies Interagency Incident Management Mobilization Plan.

Mobilization/Demobilization

Travel hours are more restrictive than Northern Rockies Mobilization Guide chapter 22.1 and 22.2 guidelines.

➢ Night Mobilization: As a general practice, due to safety considerations, BDC **will not** mobilize resources between the hours of 22:00 and 05:00.

> Night Driving: Employees may drive for official business between the hours of 22:00 and 05:00, only if the mental and physical condition of the driver(s) are such that the driving and travel can be performed in a safe manner, and one of the following can be met:

> a. The destination can be reached within two hours; or
> b. Drivers can be changed every two hours; or
> c. Drivers have had 8 hours in "off-shift" or "non-duty" status prior to beginning of travel.

Employees responding to emergency incidents shall include all driving and/or travel time in the 2:1 Work/Rest ratio.

Desk Duties and Responsibilities

> - Obtain briefing from the supervisor
> - Keep Assistant Center Manager/Supervisory Dispatcher current on new activities
> - Receive and process resource orders in ROSS
> - Review resource orders to ensure completeness and keep documentation up to date in ROSS
> - Complete mobilization/demobilization info for all resources as needed
> - Check DMS periodically for messages, fire info, etc.
> - Forward information to incident/dispatch center when resource is filled
> - Review BDC, NRCC and National Situation Reports
> - Update shift briefs at end of shift with pertinent information
> - Update resource availability as needed.
> - Update incoming dispatcher with information – obtain full dispatch briefing before beginning shift
> - Keep desk supplied with card stock resource orders (as backup), documentation sheets, pens, pencils, General Message forms and all other needed supplies

Shift Briefs
Information on shift brief includes, but is not limited to: ideas, comments, shift highlights, availability, shortages, or "follow up" action needed on resource orders. Shift briefs will be done for each functional area in BDC.

BDC tries to conduct briefings bi-weekly during non-fire season, and daily during high activity events. These meetings may include all units i.e. Air Tanker Base, Fire Cache, BDC and BID Fire Crews.

Processing Resource Orders
Refer to the resource type SOP for specifics on all aspects of the resource order processing at BDC.

Receiving Orders

Resource orders are received via ROSS. We will only accept paper copies if there are computer or ROSS problems. **Remember to follow up your orders with a phone call to advise them that you sent the order(s).**

Filling Orders

When another dispatch center calls looking for a resource, ask them to place the order to BDC in ROSS. Northern Rockies have a 30 minute "Fill or Kill" policy. Keep in contact with the center where your order is placed for the current status of the order. If they do not have confirmation of a fill they must UTF (unable to fill) the order so we can move to the next center. **The "closest forces" concept is used to dispatch all resources within the zone.** Name requests will only be processed after being approved by the Center Manager, Assistant Center Manager or Supervisory Dispatcher.

STANDARD OPERATING PROCDURES FOR INITIAL ATTACK

Start Incident Run Sheet – get as much information as possible from the reporting party.

- ➢ Plot Fire to determine ownership, if on private land call the appropriate county fire warden or dispatch and notify the DNRC duty officer.
- ➢ Notify Assistant Center Manager / Center Manager.
- ➢ Notify the Duty Officer at the appropriate fire station and agency:
    - o Billings/Bridger – Scott Zemke / Vacant
    - o Red Lodge – Jeff Stockwell
    - o DNRC – Darrell Kurk
- ➢ Put incident in ROSS.
- ➢ Assign the fire a name from a landmark close to the fire. If the fire is a mutual aid request, add mutual aid to the name i.e. Worden Mutual Aid. (Not reimbursable)
- ➢ If the fire is an assist request, add assist to the name i.e. Worden Assist. (Reimbursable)
- ➢ If needed, query the IC for a name.
- ➢ Assign a fire number using Fire Code.
- ➢ Assign the fire an incident project number:
    - o On BLM and FS land give it an MT-BID-#; MT-CNF-# etc.
    - o On private land give it an MT-BID # unless DNRC has taken it over then it will need a MT-SOS #.
- ➢ Check the Billings weather web site and be sure to watch the weather closely. Notify the fire of any impending weather events and warnings as available.
- ➢ When resources arrive at fire get the following information:
    - o Complete Fire Size up on Incident Run Sheet.
    - o Process a spot weather forecast if requested by the I.C.
    - o Find out if additional resources are needed – take action on resource orders.
        - ▪ If any engines are ordered check on the board and with Duty Officer for available local resources. If no resources are available locally, contact neighboring dispatch centers for resource availability. **Use the closest**

resources available (date/time needed & location/distance – check their ETA!) to the fire location.
- If a fire requests a handcrew(s), check to see which BIA agency is the closest resource and has crew(s) available.
  - Be sure to query the fire as to what type of crew is acceptable, i.e., a 10-person specialty crew, a Type II – Type II I/A crew etc.
- If aircraft are ordered, route it to the Aircraft Dispatcher. Also notify the aircraft desk of any requested aircraft operations.
- When receiving supply orders from a fire; fill out a general message form – including date and time – and route them to the supervisor, who will route it to logistics / ground support. Be sure to check on the status of supply orders.
- Notify IC of the ETA of **all ordered resources** as soon as known.
- Update all information on the board as it is received.
- Update Assistant Center Manager or Center Manager with any fire updates you receive.
- They in turn will update Duty Officer.
- Check with IC for what staffing will be needed i.e. night shift, etc.
- If any resources have been reassigned from another fire or a Severity order; be sure to keep resource orders up to date by reassigning them properly. Make sure to document the arrival and departure times. It's easy to lose track of these. The IC should also have the times.
- At the end of your shift:
  - Get a change of shift update on the fire's resources and needs.
  - Do a change of shift briefing with the next dispatcher on duty with the following information:
    - Pending resources.
    - Resources enroute.
    - Any information on fire that is beneficial.
- Notify the fire when changing shifts and tell them who will be taking over as dispatcher.

Demob:

- When resources are released, make sure you properly release them off the original resource order.
- Keep in mind resources should not travel past 2200. Ref. NRCC Mob Guide 22.1.

Extra Information:

- If fire is human caused you will need to order a fire investigator.
- If the media calls asking for information on a fire refer them to the supervisor or duty officer.
- Maintain contact with the Duty Officer who will maintain contact with any new resources arriving at fire station.
- Most of the time a Resource Advisor (READ) is required on BLM or FS land when heavy equipment is used. Consult with the Assistant Center Manager / Center Manager to

check with duty officer before ordering a READ. In an I/A situation a duty officer for the FS or the BLM might okay heavy equipment use without a READ.

Night Shift Duties:

➢ Have the morning briefing information ready by 0630 - 0700.
➢ Make sure you have a good change of shift briefing before you leave.
➢ Make sure things are stocked, i.e., fax cover sheets, copy machine paper etc…
➢ Straighten up dispatch.

DISPATCH POSITIONS DURING
FIRE SUPPRESSION

Center Manager

➢ Performs general coordination duties for area support operations.
➢ Keeps fire managers informed of the fire situation.
➢ Determines priorities and supervises normal fire activities.
➢ Provides daily briefings for Assistant Center Manager and Duty Officer / FMO.

➢ Interfaces between initial attack, extended attack, and fire operations. Ensures continuity is maintained in initial attack operations. Evaluates overall initial attack capability for the area.
➢ Recognize sensitive, political or other special issues. Reacts to issues to minimize their impact on operations.
➢ Sets priorities and directs the allocation of resources.
➢ Monitors the submission of ICS-209's, reviews for accuracy and clarifies information.
➢ Prepares area summaries as directed.
➢ Establishes Expanded Dispatch and ensures proper staffing with input from Assistant Center Manager and Duty Officers. Liaison between expanded and initial attack.

Assistant Center Manager

➢ Manages overall operation of Initial Attack.
➢ Liaison between Aviation Desk and IA dispatchers.
➢ Plots fires on map.
➢ Assign fires to Initial Attack dispatchers
  o Recognize the need for more help, i.e.:
    ▪ When fires start in a different area than previous fire activity.
    ▪ When the 2 I/A dispatchers are overloaded with fire activity.
➢ Ensures that Initial Attack dispatch has the proper staffing, i.e.: EDRC, EDSD, receptionist.
➢ Liaison for supply orders between logistics and I/A dispatchers.
➢ Handles General Message Forms if needed.
➢ Is Duty Officer's point of contact when ordering and moving resources.
➢ Is the point of contact for the Center Manager and Duty Officer regarding fire updates.

Intelligence Coordinator

- ➤ Keep up to date availability of resources with neighboring dispatch centers.
- ➤ Maintains contact with other intelligence operations as appropriate.
- ➤ Keeps the fire resource tracking board up to date.
- ➤ Prepares daily situation report.
- ➤ Prepares any 209 reports if needed.
- ➤ Handles media inquiries.

Initial Attack Dispatcher

- ➤ Point of contact for fire incident commanders and personnel.
- ➤ Receives orders for resources and supplies from the incident.
- ➤ Complete Initial Attack forms, including I/A Resource Orders.
- ➤ Assign fire numbers and incident numbers.
- ➤ Put fires in ROSS as needed.
- ➤ Monitors the weather, including regular forecasts, fire weather watches, red flag warnings and spot weather forecasts.
- ➤ Contacts the weather service regarding the ETA and severity of approaching weather.
- ➤ Updates Assistant Center Manager / Center Manager as needed.
- ➤ Tracks all initial attack resources.
- ➤ Process orders from neighbors.

Aircraft Dispatcher

- ➤ Flight follows all initial attack aircraft, coordinates airspace deconfliction, maintains communications with unit aviation manager, tanker base manager etc.
- ➤ Ensures proper aircraft are utilized for each mission.
- ➤ Places request(s) to NRCC for additional aircraft frequencies or infrared flights.
- ➤ Identify the need of an assistant for the aviation desk during high initial attack activity to answer phone calls, relay information to Assistant Center Manager / Center Manager and Duty Officer, etc.
- ➤ See Aircraft Desk SOP.

Logistics Coordinator

- ➤ Coordinates and performs equipment inspections on all best value and emergency equipment rental agreement (EERA) resources dispatched to incidents (local, regional & national) and initiates and processes payment packets for all equipment resources.
- ➤ Is the primary contact and payment processor for hiring AD personnel.
- ➤ Fills Equipment requests in ROSS as needed.
- ➤ Coordinates ground support functions in support of the Billings Fire Cache (BFK) and incidents.
- ➤ Coordinates crew mobilization with Billings Airport and NICC Aircraft.

LOGISTICS, EQUIPMENT, AND SUPPLIES

GENERAL INFORMATION

RESOURSES COORDINATED BY LOGISTICS

- ➢ Equipment – Best Value & EERA
- ➢ Pre & post use inspections
- ➢ Payment packets for local zone incidents
- ➢ Supplies
- ➢ Coordinate BPA's
- ➢ AD Hiring SME

EQUIPMENT

BDC will process initial attack orders using the closest forces concept. NRCC policy allows 30 minutes for fill confirmation. Ref. NRCC Mob Guide; Section 13.7. The I.A. or logistic dispatcher(s) can contact any agency or cooperator resource for availability first. If none are available, then the logistics coordinator/dispatcher will start using the Best Value list to fill the order(s). If no Best Value resources are available, then proceed to the EERA rotation list. After exhausting our zone resources, BDC will place orders to our neighboring dispatch centers. **Generally the order of equipment usage is agency, cooperators, national contractors, best value contracts then EERA.**

It is very important to keep track of these orders so as not to delay the process. UTF the order back to the sending unit after giving each resource option a try.

BDC will receive orders for all local incidents and in support of BDC's neighboring dispatch centers. When receiving equipment resource orders i.e. dozers, water tenders, etc., first check for number of daily operational periods the equipment will be needed i.e. day shift and/or night shift.

Then ensure the transportation is to be assigned to the incident or is to be released upon delivery i.e. lowboy, tractor, trailer, and etc. **This information is needed for ordering and payment purposes.**

BDC has a Service and Supply Plan that has copies of all the Best Value Contracts and EERA agreements. Once the logistics section has processed the order(s), a ROSS copy will be given to ground support for inspection. Once ground support has completed the inspection and initiated the hiring packet, travel information will be given to the logistics dispatcher to complete the ROSS order. Engines are ordered as single resources and will not be ordered as a strike team of engines. A separate "E" number will be assigned to each engine. If the ordering unit wants a strike team they will assemble the five single resources when they arrive on their unit. Consult with the ordering unit on the necessity to order a strike team leader.

SUPPLIES

Supplies refer to all items ordered through the NWCG National Fire Equipment System catalog, miscellaneous items and services, (phone lines, cell phones). Eastern MT dispatch centers order NFES items directly to the Billings Fire Cache (BFK). Miscellaneous items and services for the Billings Dispatch Zone will be processed through the BDC Logistics Coordinator. Cache orders from the Beartooth Ranger District will be negotiated with BFK as to whether BFK will fill those requests or if Missoula Fire Cache will fill the orders. This will be based on activity in Eastern MT, the Billings Zone and staffing at BFK.

Non NFES items, as well as local purchases will be processed through BDC Logistics Coordinator. Type I and Type II fires may order direct to BFK. Re: Billings Interagency Fire Cache Annual Operating Plan.

Double check all NFES catalog numbers and units of issue (ea; bx. etc.). Check orders for unusual quantities, such as 1 qt. oil, or 1000 pairs of gloves. Check request numbers for duplications. Verify the charge code on the resource order. **All orders sent to the cache need to have both Forest Service P-code with the override code and BLM number before the cache can fill the order.** Ask supervisor for direction.

NFES orders received will be hand written onto the old card stock resource orders. A copy of the order will be faxed to BFK for processing. **Call BFK to confirm receipt of the resource order.** BFK will give us fill and delivery information to complete the orders and then BDC will relay information to the incident. Retain the faxed copy of the resource for documentation. **Please keep track of these orders to ensure that BDC receives the fill information**.

When items are to be delivered via aircraft, fill out a flight request and give to the aircraft desk for processing. Document pertinent information available for the resource, including total pounds, cubic measurements of items, number of boxes, etc. This information can be obtained from the cache catalog.

If items are delivered by aircraft arranged by another unit, make sure the aircraft desk has a copy of the flight schedule. Dispatch needs to coordinate pickup and deliveries to the incident with ground support.

TRAVEL

All travel information will be completed in ROSS. Reference the Northern Rockies Mobilization Guide, Section 21.2.3.2.

RADIOS

MOB of NFES 4390

Notify the Center Manager / Assistant Center Manager or Supervisor when this kit is ordered. All radio orders are placed with NRCC. Verify that the order is correct. **It is mandatory for radio orders to have the incident's latitude and longitude on the requesting resource order.**

A separate 'E' number is needed for each radio kit. The receiving agency's mailing address, not BDC's, must be on the resource order for billing purposes. See page 6 for addresses if needed. NRCC will receive a shipping status form with all radio numbers assigned and shipping information. Once NRCC has passed this information to BDC, you will then relay this information to the incident. You will be notified by the NRCC Aircraft desk of any problems with the flight or deviation from the flight plan if kit is delivered by air.

DEMOB of NFES 4390

Upon release, radios must be promptly returned to NIFC via agreed upon mode of transportation between NIRSC (Boise) and BDC. It takes approximately 10 hrs to drive from BDC to Boise. If this is the agreed upon form of return, contact ground support to arrange transportation.

Air transport will require a flight request/schedule. Expanded Dispatch must have the exact weight, size and number of boxes before the flight request can be processed. This must be completed and given to the aircraft desk. **They will set up the flight and give a copy back to Equipment and Supply desk**. If the flight is arranged by NICC/NRCC for transporting equipment, you will receive a copy of the flight schedule. Make sure the aircraft desk receives a copy and fax the flight schedule to the receiving unit.

MISCELLANEOUS / SPECIALIZED EQUIPMENT

CACHE/SUPPLY VANS

Mobile Cache Support Vans are available through Billings Fire Cache (BFK). The cache van(s) will need to be ordered with an "S" number for each van and an "E" number support request for the tractor to transport the van, wait for it to be unloaded and return the empty van back to BFK. Once the order(s) have been received, notify and give a copy of the order to ground support for the inspection and payment package initiation.

CATERER & SHOWER UNITS

Notify the Center Manager / Assistant Center Manager or Supervisor when this is ordered. When a national caterer is ordered, a **food service request form** must be completed by the ordering unit and must accompany the order to NRCC. File copies of "Food Service Request Form" are located on the NRCC web site http://gacc.nifc.gov/nrcc/dispatch/foodservice.pdf **A Contracting Officer's Technical Representative (COTR) will need to be ordered for each National Mobile Food Service or Shower unit assigned to an incident.**

OVERHEAD

GENERAL INFORMATION

RESOURCES COORDINATED BY OVERHEAD

➢ Overhead personnel
➢ Incident Management Teams

- ➢ Smokejumpers
- ➢ Miscellaneous Specialty Personnel (i.e. Buying Teams, IMET, HRSP).

PROCESSING OVERHEAD RESOURCE ORDERS

FILLING RESOURCE ORDERS

Notify Assistant Center Manager/Supervisor of a new order(s). Make sure there is adequate information provided to ensure personnel can navigate to the location. Ask for a map and directions if they are available.

Check ROSS availability when an order is received. Follow the Northern Rockies 30 minutes to "fill or kill" an order (Re. Northern Rockies Mob Guide 13.7). When passing orders to our neighboring or subordinate dispatch centers, call and advise them that they show a resource available and that you are sending the order to them in ROSS. Document all conversations in ROSS. **If a center has not passed fill information within a half-hour, call them and get the status of the order.** If they do not have confirmation of a fill, they must UTF (unable to fill) or BDC will retrieve the order so we can move to the next center. **It is very important to keep track of these orders so as not to delay the process.** Create a support request if someone is driving a GOV/AOV/POV. Get the make/model and license plate number of the vehicle and all travel.

When you are not able to fill a resource request from any of the units you will UTF the request and write in documentation the reason why if known. Notify the dispatch center that placed the request, via a phone call, that you had to UTF the order. The "closest forces" concept is used to dispatch all resources. Therefore, you must determine the location of the fire and dispatch resources accordingly. Name requests should be the rare exception. If a name request is received by BDC, notify the Assistant Center Manager or Supervisor before processing.

INCIDENT MANAGEMENT TEAMS

Two East Zone Northern Rockies Type 2 Incident Management Teams are dispatched through BDC. The Incident Commanders for 2008 are Tom Heintz and Jess Secrest. Refer to the Northern Rockies Mobilization Guide 22.9.1 and NR Incident Management Team Mob Plan located in the Type 2 Team Binder. Assistant Center Manager / Supervisor needs to be advised immediately of any incoming team orders.

If team members call with pertinent information, document on the documentation log in the team notebook. The Incident Management Team notebook contains team rosters, contact numbers, a documentation log, a rotation schedule, Northern Rockies Incident Management Teams Mobilization Plan, alternates and trainee lists, etc. The Center Manager / Assistant Center Manager will contact the IC and verify team members' availability. If there are substitutions to be made, make changes on the roster in ROSS.

Ordering Incident Management Teams

Teams will be ordered in either short or long team configuration, which is specified at the time of dispatch by the receiving agency administrator. See Northern Rockies or National

Mobilization Guides, <mark>Chapter 60, section 63.1</mark> for core team positions.

For rotation schedules refer to the Northern Rockies Interagency Incident Management Team Mobilization Plan. Periodically team rotation schedules are adjusted due to increased activity and previous team assignments. Reference to Eastern Montana web site: http://www.nifc.gov/mt/fire/ Click Related Links to Northern Rockies Coordination Center (NRCC).

Team Alert

In the event the call up period changes due to teams being committed, BDC will coordinate with the affected Incident Commander and send a DMS message to the affected Northern Rockies and Eastern Area Coordination Center (EACC) and dispatch centers.

Team Mobilizations

For general procedures, roles, responsibilities, mobilization and demobilization of Type II Incident Management Teams refer to the Northern Rockies Incident Management Team Mobilization Plan.

SMOKE JUMPERS

Refer to Northern Rockies Mob Guide, chapter 20, section 22.4.

HELICOPTER MODULES

The aircraft dispatcher will fill the helicopter modules as a roster or support orders for individual overhead and complete travel in ROSS. These overhead will be tied to the aircraft orders via ROSS.

ARRANGING TRAVEL

Commercial Flights

Commercial travel arrangements are made for emergency travel with SATO. See Travel Procedures binder when making commercial travel for overhead. Once travel arrangements have been completed, enter the information into ROSS. Reference the Northern Rockies ROSS Implementation SOP, Page 22.

Charter and Contract Aircraft

Complete blocks 1 and 2 of Form 9400-1a (Aircraft Flight Request / Schedule). The aircraft dispatcher will order the aircraft and complete the form and return a copy to the overhead dispatcher. The overhead dispatcher will complete travel information for overhead in ROSS.

CREWS

GENERAL INFORMATION

Resources Coordinated by Crews

- Type II Crews
- Type II IA Crews
- Camp Crews
- Specialty Crews

Duties and Responsibilities

- Receive and process crew orders through established dispatch channels using ROSS.
- Reference NR NAC Plan, Section VIII, Mobilization, for specific crew mobilization requirements and procedures.
- Keep BDC white board current with number of crews by agency available.
- When processing orders, check for completeness (delivery location, charge codes, mode of shipment, etc.).
- On incidents within the zone, relay the status of all orders to the I.C.
- When sending any information via fax, confirm receipt with receiving unit.

CREW PROCEDURES

The following procedures will be used when processing Resource Orders at the Billings Interagency Dispatch Center (BDC). If you have questions or concerns, ask the Assistant Center Manager or Supervisor. All orders for the Native American Crews (NAC) will be processed through BDC; with the exception of fires within their own jurisdiction and I.A. fires with adjoining zones, (i.e. NCA to Ashland).

Local crews may be ordered directly by the local user agency. The home agency will notify the hosting interagency dispatch center of this action and change the crew's availability status in ROSS to assigned or unavailable.

The Billings Interagency Dispatch Center dispatches for the following Agencies:

- Fort Peck Agency (FPA)   2-4 crews per season
- Northern Cheyenne Agency (NCA)   2-4 crews per season
- Crow Agency (CRA)   2-4 crews per season

The agencies are on a rotating basis for crew dispatches, unless closest forces and time frames are a factor. FPA needs 2-3 hours to assemble crews and 6-7 hours travel time. NCA and CRA need 2 -3 hours to assemble crews and 2 ½ and 1 ½ travel time respectively. The travel times shown are for assembly at Billings.

The home agencies will provide the crews with the proper gear, safety equipment, transportation and meals as specified in the order. If the agencies are not able to provide transportation or meals they will request assistance from BDC to provide these needs.

TYPES OF CREWS

The most common crew types ordered are Type II Crews, Type II I.A. Crews, Camp Crews, and Miscellaneous Specialty Crews. When crews are dispatched within and outside the Northern Rockies Geographic Area, one crew representative (CREP) will be sent out for every two crews with the option of sending a crew representative with every crew. If a CREP is assigned to a crew, the crew will have fifteen firefighters. Crew size, including the CREP and any trainees, cannot exceed 20 persons.

INTERAGENCY RESOURCE REPRESENTATIVE (IARR)

Any time the NRCC has committed four or more NAC Crews outside the NR GACC, an IARR may be sent by the sending GACC. This would be on a GACC level resource order.

Receiving Crew Orders

NRCC policy allows 30 minutes for fill confirmation. Ref. NRCC Mob Guide; Section 13.7. Place order with the first agency on the rotation list if they show available crew(s). If unable to confirm fill information for the order, have that agency UTF the order or BDC can advise that center that BDC will retrieve the order. Document all information. Continue with the next agency. **It is important to keep track of these orders so as not to delay the process.** UTF it back to the sending unit after giving each agency a try.

BDC places crew orders on a rotation basis, the closest resources concept, and availability, with the local BIA initial attack dispatch centers. Check what type of crew is being ordered or will be accepted. **Be specific and document.**

All information received by fax will be entered into ROSS. Retain the faxed copy and attach it to the resource order. Under certain circumstances, it might be possible to put together a Type II Agency Crew within the time frame requested.

Editing and Processing Crew Orders

The sending unit can build a manifest or roster in ROSS. The manifest will have passenger names, gender, passenger weight, cargo weight, transportation id, and home unit. **Total crew weight will not exceed 5100 lbs and if a CREP is assigned, that crew manifest will not exceed 20 people.**

Travel

ROSS is used to complete travel information for each crew. Support order(s) should be created off of the original "C" number for ground transportation resources. In most cases the release of these resources should be handled by the incident. Work closely with the aircraft desk when crews are being flown to out of area assignments.

Sensitive Crew Information

When the crews are on a fire assignment and there's some important information that needs to be reported (ex: injuries, emergency demob, etc.), inform the Center Manager or Supervisor, who will notify the FMO from the agency of origin.

Emergency demobilizations take priority over all other orders. It is very important to start, document, and complete these situation(s) as quickly and professionally as possible. Use the emergency demob form for the process. Document everything and follow up with a phone call to ensure all faxed materials were received. **It is important to keep track of these situations so as not to delay this process.**

This is sensitive information and any faxed documentation sent to BDC is given to the Center Manager or Supervisor – <u>DO NOT</u> keep this information with the crew order.